



# Family & Children's Services of Renfrew County

*Together, A Caring Community.*

## **Administrative Staff**

**Department:** Decentralized Departments  
**Accountability:** Supervisor  
**Location:** Pembroke, ON (Mary Street)

Family & Children's Services of Renfrew County is a multi-service agency committed to providing preventative, protective and socially inclusive services and programming that empower and strengthen everyone. We are focused on cultivating a team-oriented work environment where everyone thrives. Our goal is to develop and strengthen collaborative partnerships to increase availability, accessibility and quality of care to our communities. Our agency commitments include: moving forward Anti-Oppressive Practice, French Language Services and working alongside Indigenous Communities.

### **POSITION SUMMARY:**

This position provides comprehensive administrative support to assigned Child Welfare and Developmental Services teams, including workers, supervisors, committees, and reception. The Administrative staff is responsible for preparing and managing documentation, uploading information directly into the client information system, supporting team and committee meetings, drafting and sending client correspondence, and communicating with service users as required. The position contributes significantly to service effectiveness by ensuring accurate records, timely communication, organized file management, and a professional first point of contact for clients and community members.

### **DUTIES PERFORMED BY AN ADMINISTRATIVE ASSISTANT ON A REGULAR BASIS:**

- Prepare, process, and distribute agency correspondence, letters, forms, and case documentation according to agency standards.
- Upload, enter, and organize information in the client information system on behalf of assigned staff, ensuring accuracy, completeness, and compliance with documentation requirements.
- Draft, review, edit, and format outgoing letters and documentation for service users, including appointment notices, case updates, and other client correspondence, ensuring

professionalism and clarity.

- Send letters and related documentation to service users through the appropriate channels (mail, electronic delivery, internal courier, etc.).
- Conduct telephone calls with service users as assigned, such as completing surveys, confirming or cancelling appointments, providing follow-up information, or carrying out other communication needs on behalf of assigned staff.
- Complete file creation, organization, and maintenance for assigned teams, ensuring documentation is accurate and up to date.
- Retrieve physical files, deliver them to assigned staff, and return them to their appropriate storage locations in a timely, organized, and secure manner.
- Maintain electronic and paper records, ensuring data integrity and compliance with agency and Ministry requirements, including assisting staff in identifying and correcting data entry or system errors that may impact reporting accuracy.
- Provide meeting and committee support by preparing agendas, taking minutes, recording and tracking action items, preparing materials, coordinating logistics, and maintaining records for team meetings, case conferences, and agency committees.
- Generate audit reports, gather data, and participate in quality assurance tasks to support compliance monitoring.
- Provide basic technical assistance to staff for commonly used systems and applications
- Provide backup coverage for other Administrative Assistants across service areas.
- Provide regular reception services, which would include answering calls, greeting clients, processing mail and deliveries, supporting room bookings, updating the Night Duty kit and maintaining an organized and welcoming reception area.
- Coordinate travel arrangements for staff as required, including booking flights, hotels, rental vehicles, and related accommodation. Ensure bookings follow agency policies, use available cost-saving options such as corporate or negotiated rates, and include timely confirmations and documentation for assigned staff.
- Support special projects, service initiatives, and administrative improvements as assigned.
- Maintain office supplies, forms, and equipment for assigned teams.
- Attend team meetings, staff meetings, agency committees, and external meetings as required.
- Adhere to all agency policies and procedures, Ministry Regulations, Standards, Directives, and relevant legislation.
- Maintain strict confidentiality and exercise sound judgment when handling sensitive information.
- Perform other related duties to support agency operations.

#### **SKILL REQUIREMENTS:**

- Ability to provide consistent, professional client service to clients, community partners, and staff.
- Strong written and verbal communication skills to produce clear, accurate, and professional correspondence and documentation.
- Strong administrative and organizational skills with a high level of accuracy and attention

to detail.

- Strong time management skills and the ability to manage competing priorities in a fast-paced environment.
- Ability to manage competing priorities within a multi-service environment.
- Proficiency with computers and the ability to learn new applications; able to offer basic user support as needed.
- Commitment to data integrity and accuracy when entering, reviewing, or processing information.
- Strong attention to confidentiality, with the ability to identify and prevent privacy breaches when handling sensitive information, client correspondence, and documentation.
- Demonstrated professionalism, discretion, and objectivity when working with sensitive or confidential case material.
- Ability to exercise sound judgment and problem-solve in administrative tasks.
- Ability to collaborate effectively as part of a multidisciplinary team.
- Commitment to anti-oppression, equity, diversity, and inclusion in all interactions and administrative practices.
- Ability to work independently and collaboratively with minimal supervision.
- Knowledge of agency policies, procedures, and equipment, or ability to learn quickly.
- Ability to travel as required and access to reliable transportation.

#### **KNOWLEDGE & EXPERIENCE**

- Community college diploma in Administration, Business or Computer Science Program, or an equivalent combination of education and related work experience.
- Related administrative experience in social services, health, or community-based setting is considered an asset.
- Bilingualism (English/French) is an asset.

#### **WORKING CONDITIONS**

- This position involves a combination of office-based work and occasional community meetings.
- Regular travel within the county is required, with access to reliable transportation.
- The role requires periods of light physical activity. This includes constant sitting, standing or walking, regular handling of lightweight objects (10lbs. weight) or constant visual attention to detail.

#### **SALARY:**

\$42,980 - \$59,938